

# Protecting subscribers from fraud & scam:

Telia LT lessons & strategies

# Content

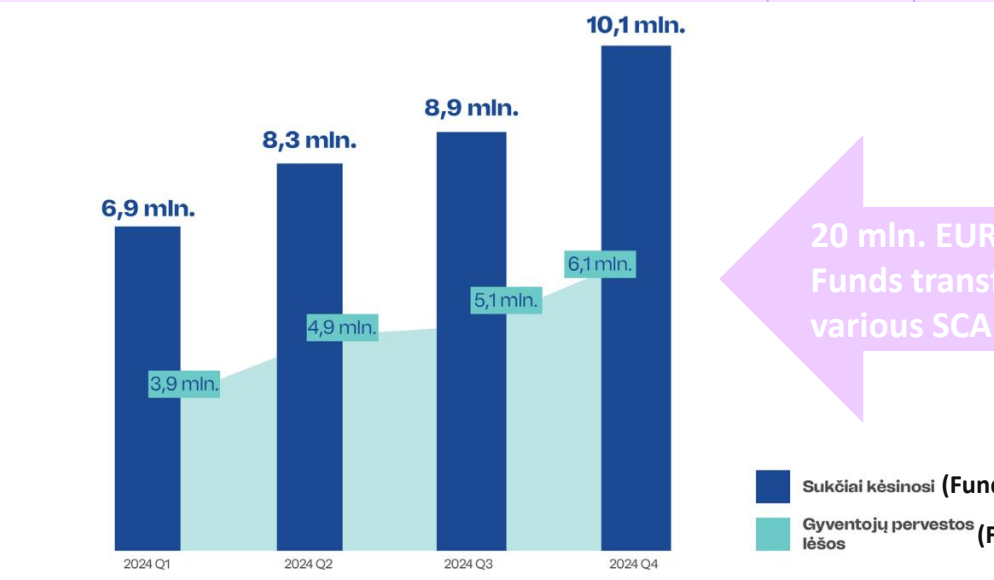
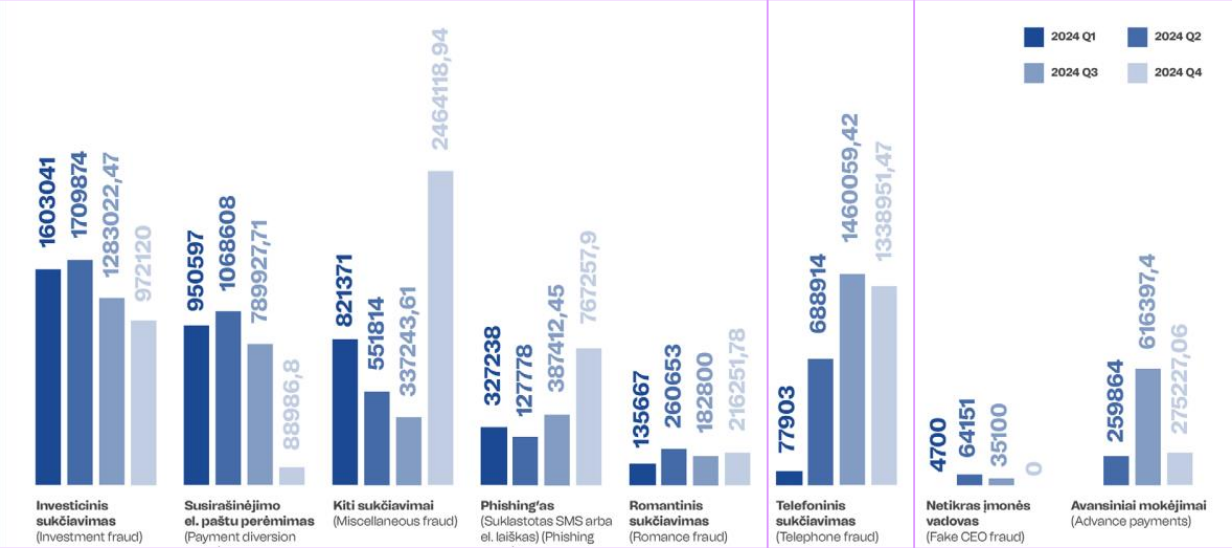
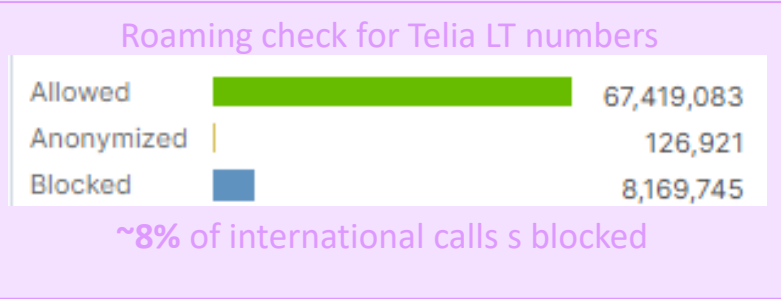
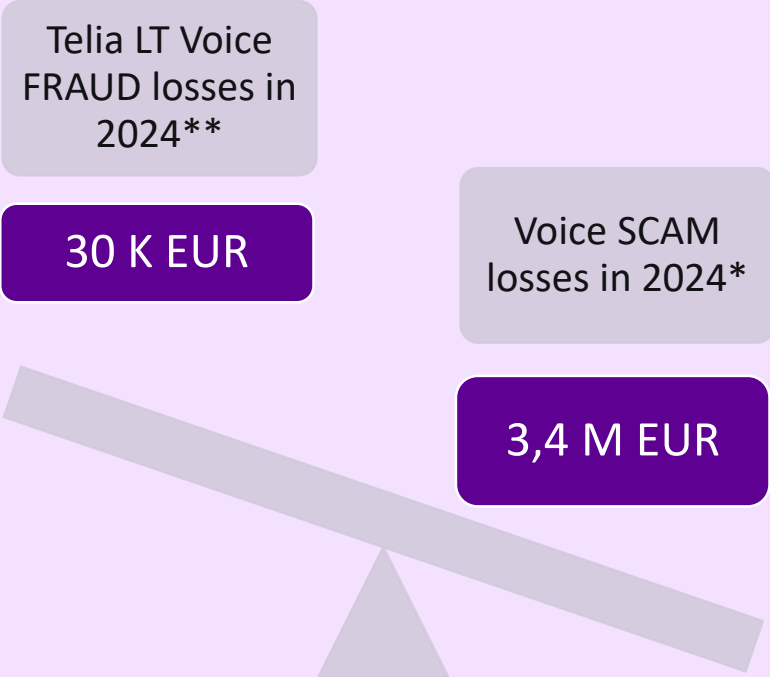
- Few facts about scamming in Lithuania
- Telia antifraud & antiscam ecosystem
- Telia's Success & failure lessons
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**Don't be fooled,**  
you are being "fished" by  
**scammers!**

Social advertising on a random police car



# Few facts about scamming in Lithuania



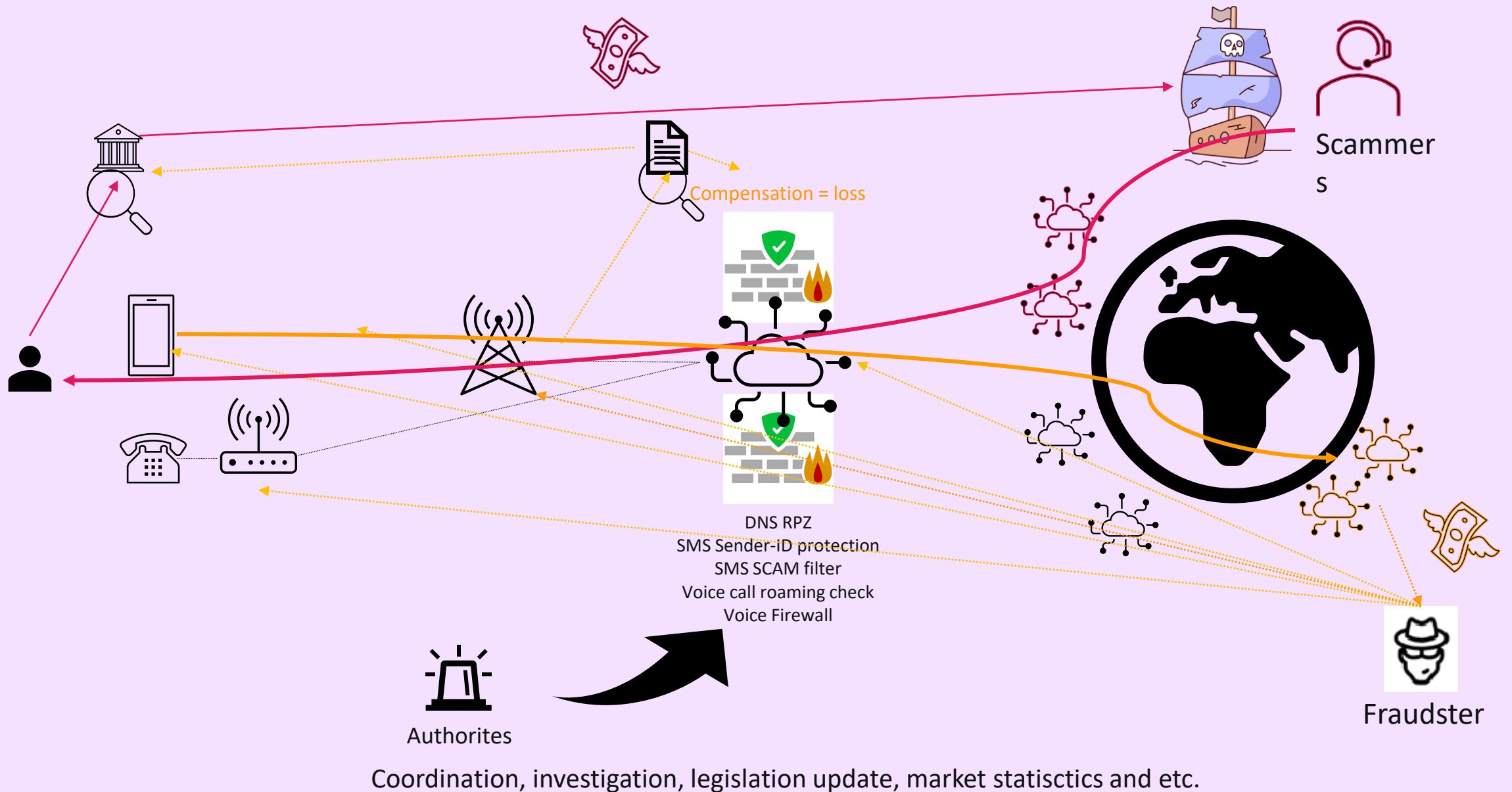
20 mln. EUR  
Funds transferred by residents for various SCAMERS over 2024

\* <https://amlcenter.lt/wp-content/uploads/2025/02/2024-m.-Sukciavimo-atveju-analize-IV-ketvirtis.pdf>  
\*\* based on Telia LT internal statistics (industry wide it should be tripled ~100k EUR)

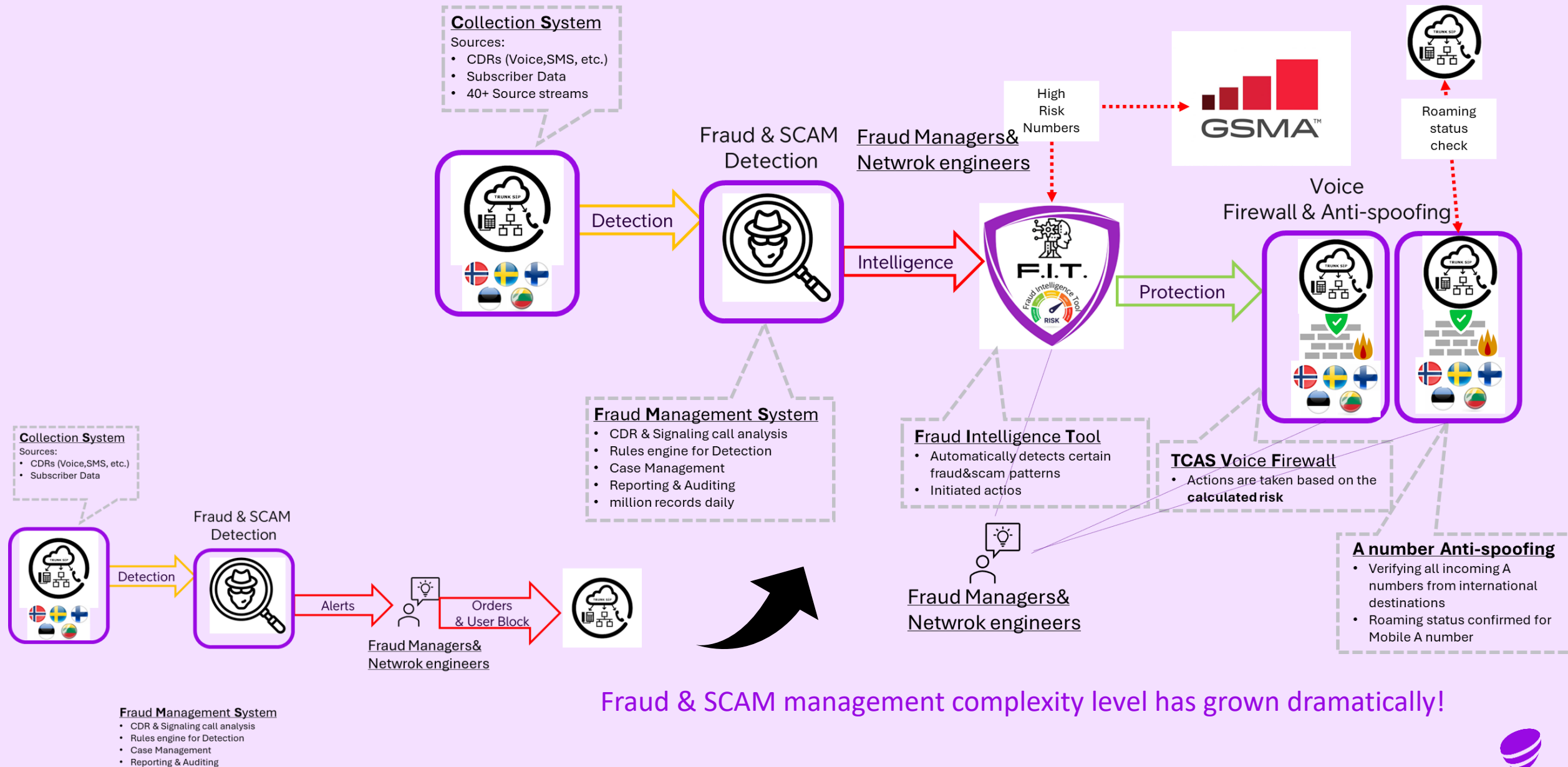




# Telia antifraud & antiscam ecosystem - overview



# Telia antifraud & antiscam ecosystem - evolution

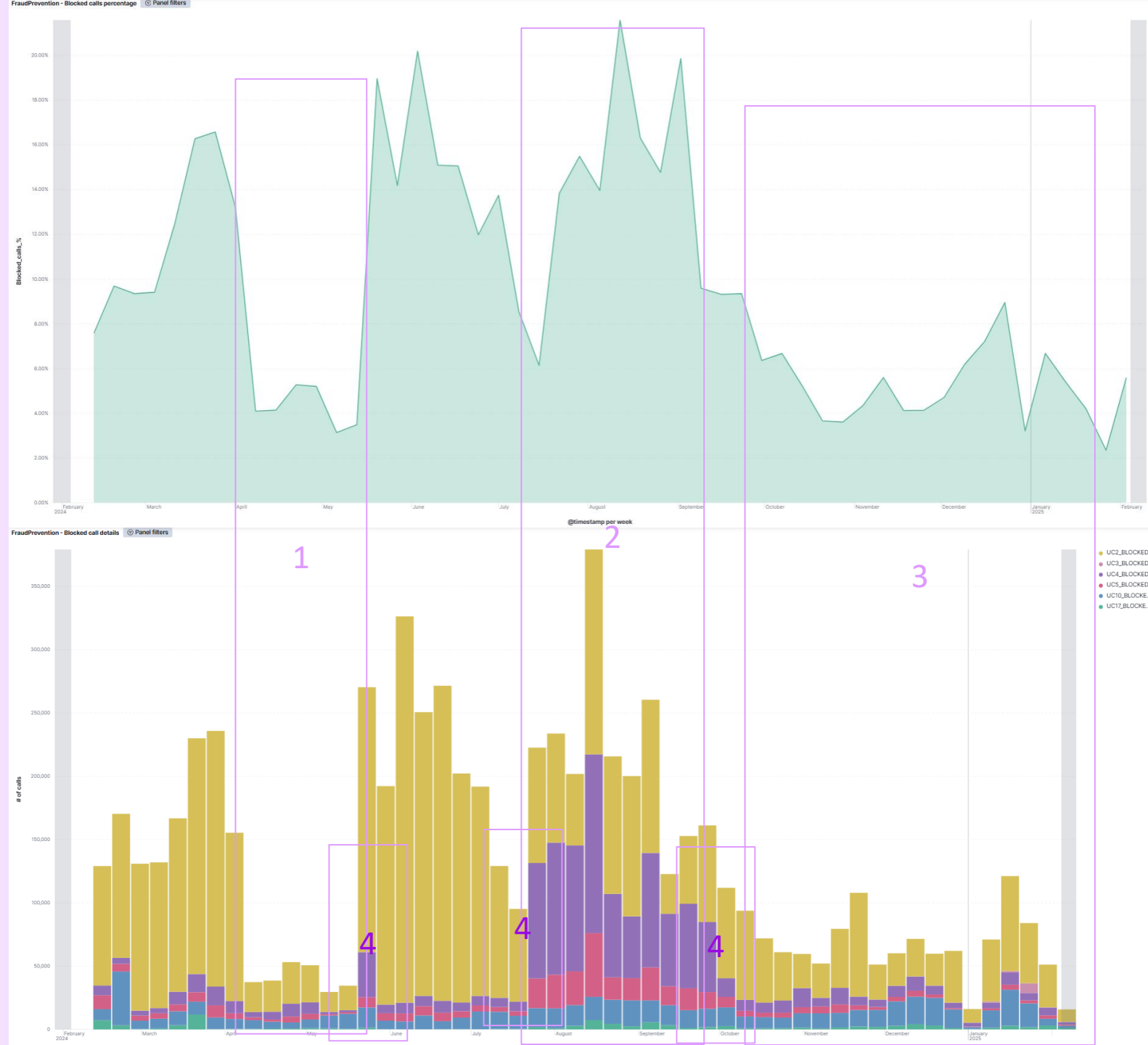


Fraud & SCAM management complexity level has grown dramatically!



# Telia roaming check service - practices

1. [Europol](#) announced that 12 SCAM contact centers had been shut down;
2. It is likely that the caller ID spoofing algorithm was changed, and instead of using a stolen user database numbers, random numbers are now being used instead;
3. From the complaints, we can see that the fraudsters have adapted, and the call success rate is balanced. Known vulnerabilities in the existing system are being exploited;
4. During fraudsters adaptation periods, fake numbers (e.g., +46860000000) are randomly used.



# Telia's Success & failure lessons – FRAUD/SCAM prevention

Success	Failures
Telia LT is part Telia company and sharing technology & practices across several countries	Slow development times in SCAM area
Due to continuous anti-FRAUD practices Wangiri SCAM is very rear in Lithuania	Over <b>last 4 years more than 6 legislations</b> changes in SCAM area where performed
Due to continuous anti-FRAUD practices fraud related losses usually are very small;	Customer and regulator expectation is – operator must prevent SCAM
Anti-Spoofing solution solved fix number spoofing issues	Operator internal roaming check is not enough to prevent mobile number spoofing
Cooperation with authorities and industry provides sustainable and balanced decisions	Complicated E2E SCAM ecosystems usually working untouched and most of effort is put on terminated operators
Common SCAM prevention forum is hosted by communication regulatory authority	Usually, it ends with expectation to operator's anti-SCAM measures improvement



# Conclusion & Next Steps needed to make communications safer

Conclusion	Next step
Fraud & SCAM will never end!	Near real time anti-Fraud & anti-SCAM systems need to be implemented by operators
National operator & authority effort is fragmented	EU wide security domain with common regulatory legislation, statistics and cross-border information exchange needs to be established
The best way to stop any SCAM is to cut money stream	Financial institutions shall improve legislation and framework to identify, stop scam financial transactions
Operators do not store and safeguard customer money!	We need to assure that financial institutions not only store, but also safeguard customer money!
Operators can not stop criminals alone	Police & other authorities shall be capable find and stop source of traffic generation





Thank you for your  
attention!

A homemade helium balloon

Flying time ~ 60 min.

A cargo of contraband cigarettes  
+  
GPS Tracker with random SIM

